

Holland America Line & Travel the World

General Terms & Conditions

Deposit

In order to hold space beyond option date, the full deposit amount must be received by Travel the World prior to the expiry date and time of the option as shown on your Travel the World invoice. The amount includes a Travel the World administration fee of AUD\$110 per person. If a deposit (including any Cancellation Protection Plan if required) is not received at Travel the World's office by the due time / date, the booking will automatically cancel. If a booking is made within cancellation penalty period, full payment must be paid at time of confirmation.

It is most important the reservation be made in full passport name of guest/s travelling otherwise the booking may not be accepted. No responsibility will be taken by Travel the World or Holland America for incorrect information supplied. Failure to complete any necessary forms or documents required for travel may result in cancellation of booking or denial of boarding.

Finals

Final payment is due at Travel the World's office at 91, 121 or 131 days prior to departure date or immediately at time of booking depending on fare type, destination and length of cruise. Please refer to your invoice or the below cancellation penalties to determine when final balance is due. If a payment due date and time falls outside scheduled NSW working business hours (including NSW public holidays), then payment must be received by Travel the World by 4pm AEST on the last NSW working business day prior. All reservations will auto cancel if payments are not received by the due date.

Payment

Only Australian dollar payments are accepted. Deposits & Finals must be paid by EFT, Direct Deposit or personal credit cards. Only Mastercard, Visa and American Express are accepted for credit card payments and a credit card payment form must be completed. Credit card fees may apply. Different booking terms and conditions may apply to credit card payments and transactions.

Cancellation Protection Plan (CPP)

CPP (Cancellation Protection Plan) allows you to cancel for any reason up to 24 hours prior to the cruise departure and receive a refund equal to 80% of the applicable cancellation fee. In addition Holland America Line assumes US\$500 of liability for lost, damaged or delayed baggage subject to the limitations of the baggage policy in the World Wide Cruise Holiday Brochure. While CPP is optional it must be booked and paid for prior to the date on which cancellation penalties apply. CPP is non-refundable. The CPP is not travel insurance and Travel the World advises passengers to seek additional travel insurance. The price of CPP varies between destinations and sailings. CPP is subject to change, please contact Travel the World to obtain further information.

Cancellations

In the event of a cancellation Travel the World will deduct AUD\$110 per person administration fee, paid with the deposit, from the final balance.

Please note: This fee will be charged regardless of whether or not CPP is purchased.

Cancellation fees apply to the entire cruise booking, including cruise fare, air add-ons, ground transfers, pre-cruise and post-cruise hotel and tour packages.

Cancellations need to be advised to Travel the World via a telephone call within NSW business hours Monday to Friday and in most cases written advice of the cancellation may be requested.

Guests who cancel within the dates shown below for any reason, including medical or family reasons, are subject to the following per-person cancellation fees:

Parameters for penalties vary dependant upon the fare & destination.

Below is a guideline for cancellation charges imposed by Holland America Line.

Refundable Fares

Grand World, Grand Voyages, any Segments of a Grand World or Grand Voyage,

Days Prior to Departure	Cancellation Charge
131 days or more	Full refund
130 – 91 days	Deposit amount** (This amount is the full published Holland Line deposit which may be more than initially collected by Travel the World)
90 – 76 days	60% of gross fare including NCFs
75 days or less	100% of gross fare including NCFs

Hawaii , Tahiti & Marquesas (28 days or more) including any 15 – 60 day Hawaii & Polynesian sailing (South Pacific); Incan Empires; Incan Discovery, Amazon, Africa Explorer; Passage to the Far East (ms Rotterdam), ms Maasdam & ms Veendam Europe

<i>Days Prior to Departure</i>	<i>Cancellation Charge</i>
121 days or more	Full refund
120 – 91 days	Deposit amount
90 – 76 days	60% of gross fare including NCFs
75 days or less	100% of gross fare including NCFs

All Holiday, Australia/New Zealand, Asia (excluding ms Rotterdam Passage to Far East), South America/Antarctica sailings, ms Prinsendam Europe

<i>Days Prior to Departure</i>	<i>Cancellation Charge</i>
91 days or more	Full refund
90 – 64 days	Deposit amount
63 – 43 days	50% of gross fare including NCFs
42 – 22 days	75% of gross fare including NCFs
21 days or less	100% of gross fare including NCFs

All other cruises

<i>Days Prior to Departure</i>	<i>Cancellation Charge</i>
76 days or more	Full refund
75 – 57 days	Deposit amount
56 – 29 days	50% of gross fare including NCFs
28 – 16 days	75% of gross fare including NCFs
15 days or less	100% of gross fare including NCFs

Flash Fares, Non Refundable Promotional Fares - All Destinations and Itineraries

<i>Days Prior to Departure</i>	<i>Cancellation Charge</i>
At time of confirmation	100% of gross Fare including NCFs

Non-Refundable Fares

Grand World, Grand Voyages, any Segment of a Grand World or Grand Voyage

<i>Days Prior to Departure</i>	<i>Cancellation Charge</i>
130 days or less	100% of gross fare including NCFs

Hawaii , Tahiti & Marquesas (28 days or more) including any 15 – 60 day Hawaii & Polynesian sailing (South Pacific); Incan Empires; Incan Discovery, Amazon, Africa Explorer; Passage to the Far East (ms Rotterdam), ms Maasdam & ms Veendam Europe

<i>Days Prior to Departure</i>	<i>Cancellation Charge</i>
120 days or less	100% of gross fare including NCFs

All Holiday, Australia/New Zealand, Asia (excluding ms Rotterdam Passage to Far East), South America/Antarctica sailings, ms Prinsendam Europe

<i>Days Prior to Departure</i>	<i>Cancellation Charge</i>
90 days or less	100% of gross fare including NCFs

All other cruises

<i>Days Prior to Departure</i>	<i>Cancellation Charge</i>
76 days or less	100% of gross fare

Given the resale of cancelled space will likely result in a lost opportunity to sell other space, these fees are due regardless of resale. Fees incurred as a result of cancellation cannot be applied to future bookings.

Cancellation fees apply to the entire cruise booking, including cruise fare, non-commissionable fare (NCF), Holland America Air Fare Supplement (if applicable), transfer services, pre/post cruise vacations and tour packages.

Additional cancellation fees may be imposed on non-cruise portions of a booking including pre/post packages and/or transfers

Holland America reserves the right to change deposit, payment and cancellation terms & conditions without prior notice.

Travel the World reserves the right to charge and invoice guests for cancellation fees incurred that maybe greater than the amount of payments received at the time of cancellation of booking. Any outstanding amounts must be paid by the cancelled parties.

Please note: * for services included in your booking that are not provided by Holland America, additional cancellation fees may be incurred.

*Travel Professionals may impose their own cancellation fees.

Partial Cancellations & Change in Stateroom Occupancy

Changes in Stateroom Occupancy when one guest cancels and the other guest are still travelling will result in cancellation fees for the cancelled guests and recalculation of the remaining guest's fare. In some circumstances, guest/s still travelling may be required to pay a surcharge for the changed occupancy stateroom regardless of the cancellation fees paid by the cancelling guests.

Cancellations occurring where there is a triple or quad occupancy, the applicable cancellation fee/amount will be applied to the designated guest number as shown on your booking – for example if you appear as guest #2 on your booking – the amount paid as the second guest will be the amount from which cancellation fees are calculated. The CPP amount paid by guests' still travelling will be recalculated based on guests' revised fare. Additional funds may be required for the new CPP Plan of existing guest if applicable.

Promotions such as onboard credits or other promotional inclusions can be affected by changes made to your booking.

Booking Amendments

After a booking has been made, the following amendments will incur AUD\$25 Travel the World administration fee per booking: all name spelling corrections, any change of stateroom category or fare code that results in a lower fare than previously booked, removal of accommodation or transfers outside of cruise line penalty period. *Please note: This fee will be charged regardless of whether or not CPP is purchased.*

Holland America Line may charge additional fees for any amendments made to your travel arrangements after the due date for final payment. Name changes or additions will be allowed at Holland America Line's discretion and are subject to cancellation charges and rate increases. Amendment fees are not charged for stateroom upgrades, unless travel documents need to be reissued. Name changes require the prior approval of Holland America Line and may not always be possible. Cruise contracts are non transferable. Name changes and departure date changes are considered reservation cancellations and are subject to cancellation fees.

Please note: Promotions/Inclusions such as onboard credit or other promotional inclusions may be affected by changes made to your booking

Cruise Fares

Travelling with Holland America Line is one of the best vacation values around. The cruise fare includes accommodation aboard an elegant Holland America cruise ship, most meals and entertainment on board the ship. Not included, however, are items of a personal nature or optional programs or optional activities, such as alcoholic beverages, soft drinks, laundry and dry cleaning (some exceptions apply), shore excursions, ground transfers, medical, barber and beauty shop services. A modest service charge applies to meals at any speciality restaurant.

Non Refundable & Promotional Fares

Holland America may at times release special promotional fares that attract differing terms and conditions from those outlined within and as included in the Holland America brochure. These may include different deposit amounts, final payment and cancellation conditions including non-refundable deposits and fares.

In addition Travel the World may offer special promotions that will also attract different deposits, final payment dates and amounts from the cruise line. When making a payment on these special promotions you are confirming your booking subject to the Travel the World special promotions terms and conditions. Please enquire at time of booking for the full promotional terms and conditions applicable to the booking.

Onboard Credits/Shipboard Credits & Promotional Inclusions

From time to time there maybe promotions which include onboard credits or other inclusions such as speciality restaurant vouchers or drink packages/cards. These promotions can be applied to the cabin or to individual passengers. An Onboard Credit is a monetary amount which is applied to your onboard account for onboard purchases. Some Onboard Credits or promotional inclusion may not be combinable with other offers and are non-transferable. Any unused portion of the Onboard Credit will expire at midnight on the last night of your cruise and is not redeemable for cash at any time. Onboard Credit or other promotional inclusions are not transferable between any cruises, including consecutive cruises and fellow travellers. Any promotional inclusions not used will be forfeited on conclusion of the cruise.

Fare, Taxes and Surcharges

The fare paid was determined far in advance of Initial Departure on the basis of then-existing projections of fuel and other costs. In the event of an increase in fuel or other costs above amounts projected, Holland America has the right to increase the fare at any time up to Initial Departure and to require payment of the additional fare prior to Initial Departure. Holland America has the right to refuse to transport you unless the additional fare is paid. Within seven (7) days after you are notified of the additional fare (but no later than Initial Departure), you may elect to surrender this contract to us for cancellation, whereupon you will receive the Refund Amount.

Cancellation fees do not apply to this type of refund.

In addition to your cruise fare, you will also be charged an amount for Taxes. That term, as used by us, refers to certain taxes, fees and charges imposed by governmental or quasi-governmental authorities, including port authorities, relating to any aspect of your cruise or tour. If governmental action results in any element of Taxes exceeding the estimates used by us for purposes of computing the quoted amount, Holland America reserves the right to pass through the extra amount at any time up until sailing date including after final payment and may be charged to guest/s' onboard account. Similarly, Holland America reserve the right to impose or pass through fuel surcharges, security surcharges or similar incidental surcharges at anytime and can be charged after final payment or to guests/s' onboard account . Request for payment is at the discretion of Holland America.

No right of cancellation exists under either of these circumstances

Non-Australian Residents / International Sales Policy

It is Holland America's policy that bookings are made through an approved booking office for your country of residence. Travel the World cannot accept bookings from non-Australian residents. Should a booking be made through Travel the World for non-Australian residents full gross fare must be paid to Holland America. In addition Travel the World will charge 15% of total cruise fare per person plus all applicable credit card and processing fees. Any outstanding monies due is the responsibility of the client/travel partner and must be paid upon invoicing. Holland America sometimes will not be advised whether a guest is a non-resident of Australia until FULL payment has been made or guests have completed immigration information or after the sailing has been completed therefore outstanding monies may not be invoiced until this time.

Guarantee Staterooms

If a GUARANTEED stateroom (GUAR), is booked an identical or higher category stateroom (for the same price) will be assigned at any time after booking is made and may not be advised until the day of sailing. The allocated stateroom may be located on any passenger deck on the ship, but you will be assigned AT LEAST the category for which you paid. Your stateroom assignment will be advised when you check in for your cruise. Please note; Guarantee staterooms assigned may be equipped differently from general category description including certain ocean view staterooms with obstructed views and modified accessible staterooms. Special stateroom requests cannot be assigned to guarantee stateroom bookings.

Upgrade & Stateroom Change Policy

Holland America Line reserves the right to upgrade a guest or guests to more expensive category accommodations at no additional cost. Holland America also reserves the right to move guest or guests from their original stateroom numbers booked to another stateroom in the same category. Stateroom changes can occur at anytime and up to the day of sailing and is always solely at the discretion of Holland America. If guests do not wish to have their stateroom changed, guests need to advise Travel the World at the time of booking and request to decline an upgrade or change in stateroom. Please note, the request to have no stateroom changes made to your booking cannot be guaranteed.

Single Guests

Single occupancy may be available in select categories at a higher charge. The supplement for single use of a stateroom varies depending on availability for the chosen departure date.

Please note: The percentage of the sole occupancy supplement may be increased without prior notice. Single occupancy availability is capacity controlled and is always at the discretion of Holland America.

Third/Fourth Guests & Children's Fares

Fares for third/fourth guests in stateroom vary by sailing, destination, voyage duration and stateroom category. Both third and fourth guests in a stateroom pay the same fare including children. Child fares where applicable only apply when children occupy the 3rd and/or 4th bed in a stateroom or suite. Triple and Quad occupancy staterooms are subject to availability and are capacity controlled. A stateroom must be assigned at time of booking that is equipped with third and fourth guests bedding. Triple and Quad bedding configuration may differ per stateroom. Guarantee staterooms cannot be assigned to a triple or quad booking.

Options – Transfers, Pre & Post Accommodation

If you purchase transfers, pre or post accommodation packages through Holland America, you are required to provide your arrival/departure information to Travel the World. You need to provide flight arrival/departure details, including airline name, flight number and arrival and departure cities. If this information is not received before your departure we cannot guarantee your transfers will be available

Dining

Holland America offers As You Wish dining options that lets you select the venue and style that suits you. Choose from a festive five-course affair, a quick casual dinner for two or an intimate meal in the privacy of your stateroom.

For the Main Dining Rooms choose from

Classic Pre-Set Dining - The traditional pre-set dining times are 5:45pm & 8:00pm in the main Dining Room. You may request any seating time, table size and indicate with whom you wish to dine. Requests will be confirmed or waitlisted at the time of booking. Table number and table size are on request only, and will be assigned by the Dining Room Manager on board. The status of your seating will be listed on your Cruise Contract. Your seating assignment will be noted on your guest card upon boarding.

Flexible Open Dining - Open dining times are 5:15pm to 9:00pm. If you choose the flexible, open-seating program, you may make reservations by calling the dining reservation number on board or simply come to the Dining Room during these dining hours.

This is not available on World Cruises or segments. For further details on dining please enquire with Travel the World.

Documentation

Holland America has now moved to Express Documentation. Express documentation arrives electronically and will be issued for all sailings (exception Grand Voyages). Express Documentation will be available approx. 50 days prior to sailing. You can print your set of Express Docs along with any other supplementary material and complete your Online Check-in by visiting www.traveltheworld.com.au/Cruises/Holland-America-Line/For-Booked-Guests.html. Complete details, including step-by-step instructions, screen shots and an example of a cruise ticket and signature preferred boarding pass are located on this page for your assistance. The cruise ticket document also provides examples of arrival information, your itinerary, contract, cancellation protection plan and shipboard life.

Passports / Visas / Immunisations

Travel the World & Holland America Line do not provide advice regarding passports and/or visas. However all guests are required to carry a passport usually valid for 6 months after disembarking the ship, and any necessary visas. Please contact your nearest consulate for the most up to date information regarding visas. As to immunisations, please check with a travel medicine specialist or local health department for specific recommendations and/or requirements. We recommend the use of www.smartraveller.gov.au for advice in these areas.

Hotel Service Charges

Our crew works very hard to make sure that every aspect of your cruise meets the highest standards. This includes those crew members who serve you directly, such as Dining Room wait staff and the stewards who service your stateroom each day. There are also many others who support their efforts whom you may never meet, such as galley and laundry staff. To ensure that the efforts of all of our crew members are recognized and rewarded, a daily Hotel Service Charge is automatically added to each guest's shipboard account.

The daily Hotel Service Charge for suites is US\$12.00 per guest per day, and US\$11.50 per guest per day for other staterooms. (*Correct as 11 February 2015) The charges are subject to change without notice. If our service exceeds or fails to meet your expectations, you are free to adjust this amount at the end of each segment and/or voyage. The Hotel Service Charge is paid to Holland America Line crew members, and represents an important part of their compensation. A 15% Bar Service Charge is automatically added to bar charges and Dining Room wine purchases. In terminals, airports, ports of call and on shore excursions, we suggest that you extend gratuities consistent with customary local practices.

Gratuities on Alaska Cruisetours

Gratuities are not included during the land portion of your tour. Gratuities are a personal matter and an expression of appreciation for genuine, personal service provided by knowledgeable and creative professionals. Please extend any gratuities on an individual basis, not as a group. Gratuities may vary by program. Tips to the tour director and motorcoach driver have not been provided and should be rendered on a voluntary and personal basis. See the tour director to verify if additional tips are customarily rendered on your particular tour.

Minors and Children

Guests under 21 years of age must be accompanied by a parent, guardian or chaperone who is at least 21 years old; one adult chaperone is required for every five people under the age of 21 (25 years of age or older in the case of persons serving as chaperones for approved organized student/youth groups). Alcoholic beverages will not be served to guests under age 21. Due to limited medical facilities on the ships, we will not accept reservations for infants under 6 months old at time of sailing. For Trans ocean crossings, or other itineraries which our Medical Department feel present a significant risk, infants must be a minimum of 12 months of age at embarkation. Minors under age 18 travelling to certain foreign countries must be accompanied by both parents or have a notarized letter of consent signed by the parent(s) not travelling. If the other parent is deceased or the child has only one legal parent, a notarized statement must be obtained as proof. All minors under age 18 must travel with all proper identification requirements in addition to the signed letter of authorization Parents, guardians and chaperones are responsible for overseeing the conduct of minors in their care. As such, minors may not be left unsupervised on board the ship. A parent or legal guardian **MUST** accompany all children under the age of 18 on all tours for safety and liability reasons.

**For voyages departing from and returning to Australia and/or New Zealand these policies and the legal drinking age apply to guests 18 years and over.*

Minors Going Ashore: Parents and guardians are responsible for deciding whether or not minors under age 16 are allowed to go ashore without adult supervision. If you want to permit a minor travelling with you to go ashore without an adult companion, please discuss this in advance with the ship's Security Officer so that they can make a notation of this in our gangway control system software. Absent this approval, our security personnel will generally prohibit minors from leaving the ship without an adult companion although we cannot provide absolute assurances in this regard. It is ultimately the responsibility of parents and guardians to ensure that minors travelling with them act in accordance with their instructions.

Pregnancy

Holland America Line welcomes pregnant women but will **NOT** accept guests who will enter the 24th week of pregnancy by the beginning of the cruise

Check-In Procedures

U.S. government security regulations require Holland America Line to submit certain guest information to law enforcement authorities in advance to departure. To meet this requirement, Holland America Line must have the necessary information in their records at least **2 hours before departure**. If they do not have your information by this deadline, guests will be unable to sail. Guests are urged to complete the Online Check-in process before leaving home. Guests who wait to check in at the terminal will risk being unable to sail even if they arrive at the terminal before the vessel leaves. Guests will be responsible for all costs incurred to join the vessel at the next port. Website: www.hollandamerica.com and go to Check-In Online.

Responsibility

Travel the World accepts bookings subject to the following conditions:

Travel the World acts as the co-ordinator for all persons taking any service*, and in the making of arrangements for the service. Travel the World does not own, manage, control or operate any component of the delivery of services and all coupons, receipts and tickets are issued subject to the terms and conditions specified by the laws of the country where a service is provided.

Travel the World act only as an agent for the owners contractors and suppliers of services and assume no responsibility for the loss or damage to baggage, property or for injury or illness or death, or for any damages or claims of damage to persons or property, delays, transport failures, strikes, wars & uprisings, or acts of God etc over which we have no control. Clients are strongly advised to insure adequately for the full duration of their travel arrangements in respect of illness or injury, death, and loss of baggage and personal effects.

While Travel the World will use its best endeavours to facilitate services* to be performed as advertised, reasonable changes in the itinerary may be made without notice where deemed necessary or advisable by Travel the World or the operator. Further, whilst Travel the World will take all reasonable steps to provide enjoyable services*, Travel the World accepts no liability for any loss of enjoyment whatsoever, and howsoever experienced by a passenger.

All matters relating to any service* provided by Travel the World are governed by the law of the state of New South Wales – Australia.

* Service/s refer to all accommodation & hotels or accommodation, cruises, flights, ground transportation / transfers, meals & beverages, shore excursions and tours.

NB

Contract Agreement – For additional information on Holland America Line contract agreement, terms & conditions please refer to the website www.hollandamerica.com. This information is available for guests on the Holland America Line Cruise Holiday Brochure

Privacy Policy

Information collected in the booking process will be treated in accordance with Travel the World's Privacy Policy. This policy can be found at <http://www.traveltheworld.com.au/Privacy-Policy.html>.

NB – Please note that these terms and conditions can change without prior notice.

For further information, please refer to the Holland America website www.hollandamerica.com.au or brochure.